Helpful Tips for V-CAN Access Points	*December 2008*

Using the Call Center

Update! • The automated phone system provides information on upcoming interview appointments and includes an option to reschedule an appointment, if necessary. On the Call Center main menu, select option "5" to review or reschedule an appointment.

- Use the toll-free number 1-800-403-0864 to call the Call Center *or* FAX documents to the Service Center.

- If you are a V-CAN member or calling from an outside agency with a general or case-specific question, make sure to use the Third Party Inquiry option. On the main menu, select "8" for More Options, and then "5."

- Dial 1-800-743-3333 for TTY calls to the Call Center.

Submitting Applications and Supporting Documentation

Update! • To apply for assistance in a modernized county, complete and submit the Indiana Application for Assistance to apply for Food Stamps, Cash Assistance (TANF) or Health Coverage. The "2400" application (State Form 30465) is not used in the new system.

Update! • Paper applications for Hoosier Healthwise and Medicare Savings Program (QMB/SLMB/QI) may be submitted in the new system.

Update! • Hospitals and Health Centers may now use a standardized Babygram Form to add newborns to existing Medicaid cases. When adding newborns to existing Medicaid cases, make sure to:
  - FAX the Babygram Form to the FSSA Document Center (the form may be obtained by emailing vcan@us.ibm.com);
  - FAX each Babygram Form individually, rather than with a set of Babygrams; and
  - Do not use a case-specific, bar-coded Document Coversheet with the FAX.

- The Application Document Coversheet will be printed with the application or the signature packet after the online application is complete. The Application Document Coversheet must be used **for that application only** when mailing or FAXing supporting documents, such as a pay stub. Please do not copy the Application Document Coversheet for use with other applications. Each coversheet includes a barcode unique to that particular case.

- To achieve the quickest processing time, you should include copies of supporting documents in the same envelope or FAX with an Application for Assistance.

  NOTE: A case-specific, bar-coded Document Coversheet can be printed from the online Case Status screen to submit with pending verifications or other documents FAXed or mailed separately from the Application for Assistance.

- For the most efficient processing, each piece of required documentation should be submitted on an individual page. For example, if you are providing a photocopy of a driver's license and Social Security Card, you should copy each document on a separate page rather than copying both items on the same page.

- Please remove all paper clips and staples from applications and required documents before mailing to the Document Center.

- Use only blue or black ink on documents sent to the Service Center for processing.

- Complete the following steps to print a blank paper application from the FSSA website:
  - Go to www.in.gov/fssa
  - Select the "Apply For Benefits/Manage Your Benefits" button
  - Select your county
  - Select "Start Here" (or "Version en Español" for Spanish)
  - Select the "Apply for Benefits" link
  - Select program(s) – TANF, Food Stamps and/or Health Coverage
  - Enter name and address of applicant

o Click "Print Application"

Using the Online Application

- Use the buttons at the bottom of the screen (in the Internet Screening) and top of the screen (in the Online Application) to move between screens – **DO NOT USE** the "Back" button at the top of your Internet browser to move between screens.

- Expedited Food Stamp cases are processed at local DFR offices. If an applicant is found to be potentially eligible for Expedited Food Stamps in the Internet Screening, s/he is should visit the local DFR office, or call the Call Center to schedule an expedited Food Stamp interview.

- When an applicant has a suffix in their name, be sure to use all capital letters for the suffix (i.e., JR or SR). The applicant may select the suffix from the drop-down box or enter the suffix in all capital letters.

- Make sure to close the Internet browser (by clicking the "X" at the top right of the screen or selecting File, then Close, from the menu at the top left of the screen) after each use of the Internet Screening and/or Online Application. If you make the Screening/Online Application page your home page (see Tip below), it will automatically come up whenever you open Internet Explorer or your browser.
    - To make the Screening/Online Application page your Internet Explorer Home Page, go to the Tools menu and select "Internet Options." At the top of the screen, you will see your current Home Page address. Click "Use Current" to change your Home Page to the one you have on your screen.

    - You can also add the Screening/Online Application to your Internet Explorer Favorites menu. Go to the page where your clients would start, go to the Favorites menu and click "Add to Favorites." Rename the Favorite to something your clients might recognize, like "Public Assistance Application."

    - You can also create an icon, or shortcut, on your desktop for clients to access the Screening/Online Application. Go to the page where your clients would start, select the File menu and click "Save As." Make sure you are saving the file to your desktop. Rename the icon/shortcut to something your clients might recognize, like "Public Assistance Application."

Checking Case Status

Update! • Applicants and clients without a social security number may check case status online or the automated system by entering "0000" when prompted for the Social Security Number.

Update! • A Proof of Eligibility Form provides case-specific information such as case status (i.e., approved, pending or closed), current and next month benefit amounts, month of redetermination and Authorized Representative(s) working with the client. A Proof of Eligibility Form can be generated from the online case status tool by choosing the "Print Proof of Eligibility" link or by selecting the "Mail Proof of Eligibility" link. If a client does not have access to a computer, a Proof of Eligibility Form can requested by selecting option "7" on the Call Center Main Menu.

Update! • Use the online case status tool *or* automated phone system for a list of pending verification documents and due dates.

- Case status information is not available until the application has been processed. An applicant should not check case status until the application processing time has passed or an applicant receives the 2032 Pending Verifications notice in the mail. Using the case number from the 2032 Pending Verification notice, an applicant can check application status on the 24-hour automated system, online or on the phone with a Call Center Representative.

    NOTE: Application processing time for public assistance programs will be in place in the new system (i.e., 7 days for Expedited Food Stamps, 30 days for Food Stamps and Cash Assistance (TANF); 45 days for Medicaid and 90 days for Disability Medicaid).